

Owner's Manual

*A complete guide to
cooperative ownership*

Santee Electric Cooperative, Inc.

Your Touchstone Energy® Partner 

It is our mission to provide service and products to meet the energy needs of our members at a competitive price consistent with sound business practices, while enhancing the quality of life in our service area through the support of economic, civic and educational opportunities.

It's Your Business

Santee Electric Cooperative is one of South Carolina's member-owned utilities. Each of our members receives quality electric service at the lowest possible cost, a vote in how the cooperative is operated and managed, and the opportunity to participate in a wide variety of innovative programs and services. We are also a Touchstone Energy® Partner. This means we've joined with hundreds of other cooperatives across the country in setting high standards of accountability, innovation, integrity and community commitment in our service area. This is how we've done business for over sixty years - and how we plan to continue encouraging growth and prosperity in the communities we serve for a long time to come.

Membership Has Its Advantages

In addition to the members' election of the Board of Trustees, you participate in the democratic structure of your cooperative by voting on each business matter submitted at the annual meeting.

Capital Credits returns surplus revenue to members.



As a member, you also receive Capital Credits. Capital Credits are refunds to members and represent charges Santee Electric has collected which exceed our costs. These credits are used to make system improvements and are returned to you. This enables your co-op to provide electricity to you on a not-for-profit basis.

Services And Information

Santee Electric Cooperative sponsors informational programs for civic groups and schools throughout the year.

The cooperative also offers a variety of free publications, as well as a monthly periodical, *Living In South Carolina*. Our energy and safety experts are available to answer any questions you might have and we routinely include important information with your monthly electric bill.

Programs For Savings And Energy Efficiency

Whether building a new home or making improvements to your existing home, it's a good idea to talk to the Energy Experts at Santee Electric. Our representatives will assist you in adding value and comfort to your home.

EC Home Improvement™ maximizes comfort and efficiency.

EC HOME IMPROVEMENT™

Santee Electric now provides low cost loans for energy efficiency improvements through EC Home Improvement. Members may use their EC Home Improvement loans to replace doors and windows, add insulation, install new heat pumps and undertake other projects that make their homes more comfortable and energy efficient.

H2O SelectSM replaces water heaters easily.



Undersized and inefficient water heaters are an inconvenience we can help our members avoid with H2O Select, Santee Electric's new water heater replacement program. Any Santee Electric member buying an approved water heater of 50 gallons or more is eligible to

receive a \$200 rebate through this program.

* A load management device installed by Santee Electric Cooperative is required to receive a \$200 rebate and a three-year free maintenance agreement.

Energy Audits help you conserve energy wisely.



At your request, a Santee Electric energy advisor will develop a free and complete Energy Audit of your home or business and provide you with recommendations for improving its energy efficiency. The recommendations will be prioritized

by cost effectiveness, so you'll be able to choose the improvements that will best meet your needs.

Safety/Security And Environmental Programs

Illuma Knight™ puts the spotlight on security.



Santee's Illuma Knight Security Lighting can help you improve the appearance and security of your home or business. Santee Electric will furnish, install, operate and maintain the lighting equipment, and add a small charge for this service to your monthly bill. You'll

never have to worry about replacing burned out bulbs or making repairs.

Surge Guard® is high-tech surge protection.



Surge Guard helps protect your sensitive electronics such as computers, VCRs and other appliances from sudden changes in voltage caused by line disturbances. Santee Electric Cooperative offers several surge

suppressor styles, providing basic protection and manufacturer's warranty.

GOFERSM Collection Stations recycle used oil.



The GOFER (Give Oil For Energy Recovery) program is supported locally by Santee Electric Cooperative. It was initiated by the South Carolina Public Service Authority (Santee Electric's power wholesaler) in response to the

problem of used oil filtering into our groundwater. The program helps protect our environment by recycling used oil collected at hundreds of GOFER stations located throughout our state.

Quick Power Restoration

Santee Electric's PORCHE Outage Reporting System helps us restore your power faster than ever. When you call this automated system to report a power outage, your phone number is immediately matched to your name and address. That way, we can quickly send crews to restore your power.

To Report an Outage: 1-888-239-2300

Community Service Programs

Operation Round Up® helps those who need help most.



Since 1993, Santee Electric Cooperative's Operation RoundUp program has offered our members the opportunity to voluntarily contribute to worthy community service projects. You participate in the program by allowing Santee Electric to round your electric bill to the next highest dollar each month. Funds gathered in this way are distributed by the co-op's Trust Board, making our members a vital force for good in the communities we serve.

Women Involved In Rural Electrification (WIRE) is community service at its best.



The Santee Electric chapter of Women Involved in rural Electrification (WIRE) is a volunteer organization for women associated with the co-op. WIRE performs many community service projects during the year and consistently receives national recognition for its efforts.

Among the projects supported by WIRE are contributions for scholarships, assistance for families stricken by disaster, support for literacy councils in each county served by the co-op, and the presentation of safety programs in schools.

Washington Youth Tour is history in the making.

Each summer, Santee Electric Cooperative and the National Rural Electric Cooperative Association



YOUTH TOUR

tour of our government in action, plus the opportunity to visit historic sites and meet their elected representatives.

(NRECA) sponsor the Rural Electric Youth Tour, an all-expenses-paid trip to our nation's capital for two area rising high school seniors.

These delegates join hundreds of other student leaders from co-ops around the nation for a week-long

Payment Arrangements

Bank Draft pays your electric bills automatically.



Santee Electric's Bank Draft program gives our members a more convenient way to pay monthly electric bills. When you sign up for Bank Draft, Santee Electric automatically drafts your checking account each month for the amount

of your bill. You'll still be sent a bill 10 days before the amount is drafted from your bank account each month and, best of all, the program ensures that your Santee Electric account stays current.

Budget Billing makes your electric bills predictable.

With Santee Electric's Budget Billing program, you can pay a fixed amount each month for your electricity. When you sign up for Budget Billing, we average your electric bill each October for the previous 12 months and bill you for that amount on your monthly bill. You won't have to worry about your bill fluctuating during the summer and winter because the amount stays the same throughout the year.

The Co-op Power Plus™ Visa card is brought to you by Santee Electric.



It gives you low interest rates, rebates up to 3%, travel help, 24-hour customer service and other great benefits. Rebate points are tracked on your credit card bill each month. When you reach \$50 in rebates, you get a \$50 check in your next bill.

A Heritage of Cooperation

For more than 60 years, Santee Electric Cooperative has worked closely with its members to provide quality service at the lowest possible cost. Our board, management and employees pledge their continuing efforts toward achieving these goals.

And remember— *if you ever have a question about your cooperative or any of our programs or services, all you have to do is call.*

It's your business.

We're here 24 hours a day!

Call:

Georgetown
843-546-4521

Hemingway
843-558-3313

Kingstree
843-355-6187

Manning
803-473-4036

Lake City
843-374-3000

Pamplico
843-493-5745

The Toughstone Energy® symbol is your assurance that we're a community-minded electric cooperative providing high standards of service for customers large and small.



**SANTEE ELECTRIC
COOPERATIVE, INC.**

Your Toughstone Energy® Partner 

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